



pennywise

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Holiday Closings

Columbus Day

Monday, October 10

Veteran's Day

Friday, November 11

Thanksgiving Day

Thursday, November 24

Christmas Day Observance

Monday, December 26

Additional Closings at our HUB-Robeson Location

Thanksgiving Break
Friday, November 25

Winter Break

Friday, December 23 -
Monday, January 2, 2017

Re-opening
Tuesday, January 3, 2017

Message from the CEO

Fall is a busy time especially with school in full swing and the upcoming holidays. And we've been very active here at Penn State Federal too. We are excited to announce the launch of our New Penny Online home banking site! The upgrade will take place on Tuesday, October 18 at 10:18AM EST. We want to provide our members with the best online experience so Penny Online has been redesigned with improved security features, ease of use and a new look. Please note that this new home banking upgrade will not change anything you currently do with our Penny Mobile App.

When you log into Penny Online for the first time from a new computer or new location, you may be asked to enter a security code. The purpose is to double-check your identity. That is why it is very important for the Credit Union to have your updated contact information, which includes your mobile number and preferred email address. When you log into the new site, your first name and not your eStamp animal picture will now greet you. The purpose is to prove that Penn State Federal knows you and that you are not on a fake/phishing website.

Our Penny Online users have received correspondence concerning the upgrade and information has been posted on our website. We hope you like the new site as much as we do and please contact the Credit Union for any questions.

Wishing you all a wonderful and safe holiday season,

A handwritten signature in blue ink that reads "Cheryl".

Cheryl L. Barr

CEO

Celebrate International Credit Union Day!

On October 20, 2016, Penn State Federal will, along with more than 56,000 Credit Unions around the world, celebrate International Credit Union Day (ICU Day), and the foundational principles that make Credit Unions unique.

Credit Unions are not-for-profit financial cooperatives guided by nine principles, including democratic control, social responsibility, and returning all profits to members. This year's theme is "The Authentic Difference," a description of Credit Union's cooperative structure and principles.

On ICU Day, we will join the more than 217 million credit union members around the world in celebrating the people-first principles that have helped lift people out of poverty and strengthen communities all over the globe.



FRAUD – Don't let it happen to you!

Scams and fraud seem to be on the rise and Penn State Federal wants to keep your accounts safe and secure. That's why we ask you to keep your contact information updated and to let us know when you are traveling, especially out of the country. This helps us to contact you if there is any suspicious activity with your Penn State Federal Visa Debit or Credit Card. We work with the Visa Fraud Call Center Service that uses the Falcon Fraud Detection System to monitor unusual activity on your account. When suspicious activity is detected from this process it's passed to an automated dialer, which then initiates outbound calls to you, our cardholder. Calls are placed between the hours of 8:00AM and 9:00PM in the cardholder's local time zone. If you cannot answer the call, Falcon will leave a message. You will be asked security questions to verify your identity. Your card may be blocked from making purchases also. This service is a valuable tool in helping us in the fight against fraud and the Visa Fraud Call Center is open 24 hours a day, 7 days a week, 365 days a year to help protect your account.

RUN/WALK/DONATE

Penn State Federal will be a sponsor of the Steps to Safety 5K Run/Walk to benefit the Centre County Women's Resource Center.

When: Saturday, October 15th at 9:30AM

Where: Penn State, University Park Campus

For more details visit www.ccwrc.org

Thinking about a new vehicle?

Here are a few things to remember if you are planning to sell your car and you currently have the loan with the Credit Union. We are a participant in the Pennsylvania Electronic Lien and Title (ELT) Program, which was implemented statewide by PennDOT.

There are two ways to have the title released.

A Private Sale:

1. Call the Credit Union and request the title on your current car loan.
2. The Credit Union contacts the ELT service provider to send the title.
3. The Credit Union normally receives the paper title within 7 to 10 days.
4. Your current car loan must be paid off before the Credit Union will release the title. If you choose to pay off the loan in cash or make a transfer from another Penn State Federal account, you may leave with the title that day.

A Dealership Sale:

1. The dealership will normally contact the Credit Union to let us know that they will be paying off your current car loan.
2. The Credit Union contacts the ELT service provider to release the title.
3. The paper title will go directly to the dealership and they become the owner of the car.

Please note that every state does have their own regulations on releasing titles.



ANNUAL MEMBERSHIP NOTICE

AVAILABLE EFT TRANSFER SERVICES & LIMITATIONS

Visa debit, Visa credit & ATM card Transactions: If you have been issued a Visa debit or ATM card, you may use your card to: withdraw cash from your share-draft or share account; make deposits to your share-draft or share account; transfer funds between your share draft and share accounts (those encoded on your Visa debit or ATM card); and pay for purchases at the point of sale (POS). There are some limitations on transfers when using the Visa debit or ATM card. We reserve the right to set daily withdrawal limits. In addition, for security reasons, there may be other limits on the number of transfers or attempts you may make when using our ATM service. Purchases, cash withdrawals and cash advances made in foreign currencies will be debited from your account in U.S. dollars. The exchange rate between the transaction currency and the billing currency used for processing international transactions is a rate selected by Visa from a range of rates available in wholesale currency markets for the applicable central processing date, which rate may vary from the rate Visa itself receives, or the government mandated rate in effect for the applicable processing date. The exchange rate used on the processing date may differ from the rate that would have been used on the purchase date or cardholder statement posting date. A fee will be imposed on all foreign transactions, including purchases, cash withdrawals, cash advances, and credits to your account as stated in the Rate & Fee Schedule. A foreign transaction is any transaction that you complete or a merchant completes on your card outside of the US, Puerto Rico or the US Virgin Islands.

Telephone Transfer Service: If you have a signed agreement with us to process telephone requests, you can transfer money between your share draft and/or share savings account(s) by phone. Note that your telephone transfers will only be accepted during business hours on business days.

Electronic Deposits & Payments: Transfers to your account (deposits) You may authorize in writing the direct deposit of payments due to you such as wages, Social Security benefits, pension payments, annuity payments, dividend payments & similar regular payments. These deposits can be made to your share draft or share savings account. Transfers from your account (payments) You may authorize, in writing, the direct transfer of money from your share draft/checking or share savings account(s) with a third party vendor.

Electronic Check (E-Check) Transactions: An electronic check conversion, or an e-check is an electronic debit to a draft (checking) account that is initiated on the Internet, at a point-of-sale, over the telephone, or by a bill payment check sent through the mail. Your accounts can be electronically debited for a written draft. An e-check clears your account much faster than checks processed physically. Merchants may also electronically represent checks because of insufficient funds. Any returned check fees the merchant charges could be electronically debited from your account as well. E-checks have specific consumer protections from error and fraud, which are outlined in this EFT disclosure. EFT disclosures apply whether the check is blank, partially completed, or fully completed and signed; whether it is presented at the point of sale or mailed to a merchant or lock box and later converted to an EFT; or whether it is retained by the consumer or the merchant or the merchant's financial institution.

Penny-Line, Penny On-Line & Penny Mobile: Penny allows you to conduct the following transactions via telephone or internet browser access: obtain balances on your share, share-draft/checking, certificate and loan accounts; view past and current statements; transfer funds between your accounts or from your accounts to another pre-established member account; determine recent specific drafts cleared on your share draft account; make mobile check deposits; determine the amount and date of your last loan payment; transfer money from your accounts to make your loan payments or payments on family member loans; request a check withdrawal from your share or share-draft to be mailed to you; order advances on existing and approved lines of credit to be deposited into share or share draft; and view and print check images. By using your account number and access code through Penny Line, and your username and password through Penny On-Line you agree that we may debit/credit your account(s) in accordance with the instructions you give. In other words, we may treat the instructions you give as if they were written orders bearing your signature.

Charges for Transactions: All accounts have unlimited usage of ATM machines owned by us. See Rate & Fee Schedule for limitations on ATM transactions not owned by Penn State Federal. You will be charged per transaction for: transactions in excess of your stated account limits, each inquiry or transfer done through the ATM and PLUS transactions. There may be a charge for the replacement of your Visa debit or ATM card. Please see Rate & Fee Schedule for other applicable charges.

Business Days: Our business days are Monday through Friday except Federal Holidays.

Right & Procedure to Stop Payment of Preauthorized Electronic Transfer: We can stop regular (automatic) payments made out of your account at your request. We must receive your request in person, in writing or verbally three (3) business days or more before the payment is scheduled to be made. If you have telephoned, faxed, e-mailed or otherwise submitted your stop payment to us, we will mail you a stop payment form. You are required to complete, sign & return the form to us no later than fourteen (14) days after you made the request. If you order us to stop one (1) of these payments three (3) or more business days before the transfer is scheduled and we do not do so, we will be liable for your losses or damages. Please refer to the Rate & Fee Schedule for other applicable charges.

In Case of Errors or Questions Concerning Electronic Transfers: If you believe your Visa debit or ATM card, access code or PIN has been lost or stolen or that someone has transferred, or may transfer money from your account without your permission, call us immediately. If anyone repeatedly tries to use an incorrect PIN to order any electronic banking transaction from your account, further use of these privileges may be prevented. If you think your statement or receipt is incorrect or if you need additional information about an electronic transfer listed on your statement or receipt, telephone or write us. We must hear from you no later than sixty (60) days after we sent you the FIRST statement on which the problem or error appeared. Include your name and account number as well as a description of the item in question. Please explain as clearly as you can why you believe it is an error or why you need further information. Be sure to include the dollar amount of the suspected error. If your question is not submitted in writing, we may require that you send us your question/complaint in writing within ten (10) business days. We will tell you the results of our investigation within ten (10) business day or twenty (20) business days for POS transactions or transactions initiated outside the United States. We will make every attempt to promptly correct any error. If, however, we are unable to correct the error immediately, we may take up to 45 days (90 days for POS transactions or transactions initiated outside of the United States) to investigate your complaint or question. If we do this, we will provisionally re-credit your account within five (5) business days or twenty (20) business days for POS transactions or transactions initiated outside of the United States for the amount you think is in error during the time it takes us to complete our investigation. If we ask you to put your question/complaint in writing and we do not receive it within ten (10) days, we may not re-credit your account. If we find there was no error, we will send you a written explanation within three (3) business days after the completion of our investigation. You may request copies of the documents used in our investigation.

Responsibility & Liability: You accept all liability that can be legally imposed upon you for each use of an ATM, Penny Line, Penny On-Line or Penny Mobile whether or not authorized by you. You must notify us immediately if you believe your Visa debit card, PIN or Penny Access Code has been lost or stolen. If your statement shows transactions that you did not make, notify us at once. Failure to notify us within sixty (60) days after the statement was mailed to you, could result in a possible loss. Time extensions may be granted in certain cases.

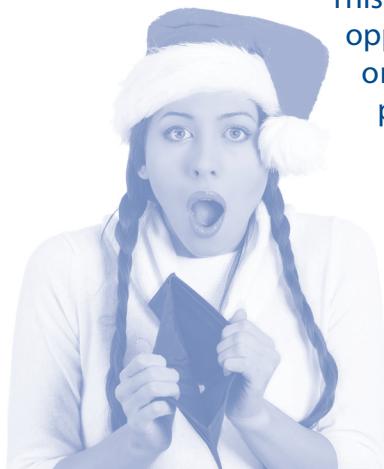
Liability for Failure to Make Transfers: If we do not complete a transfer to or from your account on time or in the correct amount according to our agreement with you, we will be liable for your losses or damages. There are some exceptions. We will not be liable if: through no fault of our own, you do not have enough money in your account to make the transfer; you knew that the ATM system was not working properly when you started the transfer; disaster prevented the transfer, despite our reasonable precautions, or other circumstances beyond our control. In addition, we are not responsible if the money in your account is subject to a funds availability hold, legal process, or other encumbrance restricting transfers. There may be other exceptions stated in our agreement with you.



Skip-A-Pay Coupon

Running low on holiday funds?

This coupon gives you the opportunity to skip one or more of your loan payments. Real estate secured loans, VISA® and ACCE\$S credit lines are not eligible for Skip-A-Pay. Simply fill this coupon out and drop it off at one of our offices or fax it to 814-865-9041.



Skip-A-Pay Terms and Conditions

Members can choose to skip a payment on one or more loans. The payment will be deferred & extended to the end of the original term of the loan(s). Interest will continue to accrue on the unpaid balance(s) during this period. The next regular payment is due on the normal due date. By skipping a payment, the term of the loan may be extended. All other terms & provisions of the original loan agreement are unchanged. Regular payments made through Direct Deposit or Payroll Deduction will be deposited into your Share Savings (01) Account for the skipped month only. Loans for which any payment has been 30 days late in the last 12 months are not eligible. Loans for which extension agreements have been granted will be limited to one month and are subject to credit review. To defer a payment, this signed agreement must be received no later than 15 days prior to that payment's due date, must be signed by all borrowers on the loan(s) deferred. We reserve the right to limit the number of skipped payments granted per year, typically not to exceed two. More than one month's payment may be skipped per loan, but not in consecutive months. When requesting a Skip-A-Pay and signing this agreement it may affect your ability to collect on a current insurance policy such as GAP (Guaranteed Auto Protection).

Member Name

Member #

Month(s) NOTE: More than one month's payment
may be skipped per loan, but not in consecutive months.

Loan purpose or ID #

Sign & Date

Sign & Date



Let the Holiday Shopping Begin!

Your Holiday Club funds became available on October 1, 2016. The funds transferred to your 01 Share Savings Account. Please contact the Credit Union if you have any questions or would like to learn more about our Club Accounts.



Like us on **Facebook** to find out what your favorite Credit Union is doing!

CONTACT US

info@pennstatefederal.com

(814) 865-7728 • (800) 828-4636

Missing credit card or debit card? (866) 840-2662

VISIT US

123 Amberleigh Lane
Bellefonte, PA 16823

Mon. - Wed. 9:00am - 4:00pm
Thurs. & Fri. 9:00am - 5:30pm

1937 N. Atherton Street
State College, PA 16803

Mon. - Wed. 9:00 am - 4:00 pm
Thurs. & Fri. 9:00 am - 5:30 pm

PSU LL009 HUB-Robeson Center
University Park, PA 16802
Mon. - Fri. 9:00 am - 4:00 pm

ROADSHOW

We regularly visit Penn State departments & campuses.
Call (814)933-1667 if you'd like to schedule a visit or involve us in your next event.

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